NOVA SCOTIA
NOUVELLE-ÉCOSSE

Community Services
Services communautaires

# 2013-2014 French-language Services Plan

*Bonjour!*

On behalf of Nova Scotia's Department of Community Services and Housing Authorities, I am pleased to present our department's French-language Services (FLS) Plan for 2013-2014.

Since the inception of the FLS Act and Regulations, our department has made significant and consistent progress in the amount of French material and services made available to the Acadian and francophone community. This plan builds on some of those accomplishments while also identifying upcoming initiatives that reflect the continued needs and priorities of our citizens.

We want to build upon the sound relationships established with our valued partners such as Réseau Santé, Acadian Employability Stakeholders Network, Child and Youth Initiative, Early Years Project, French-language Services Coordinating Committee and Acadian Affairs, to name a few. This past year, French speaking Nova Scotians were invited to participate in the Early Years Project as well as Housing consultations in their language of choice. Identification of bilingual staff and continued support of French language training has greatly enhanced our capacity to actively offer services in French.

Please visit our website for program information available in French at http://gov.ns.ca/coms/fr/index.html. Also, feel free to contact our bilingual French- language Services Coordinator who may be able to help you access some of our programs and services. His contact information is;

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We recognize that the Acadian and francophone community plays a key role in the cultural richness of our province. It is our hope to share in its growth by making measurable and sustainable advances for this and future generations. The Department of Community Services and Housing Authorities is fully committed to; *making life better*.

Merci

Robert Wood

Deputy Minister

**Table 1 – Progress in Reaching Goals and Objectives for 2012-2013:**
**(Community Services/Housing Authorities)**

Progress achieved in French-language services development and delivery is presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2009-2013.

| Objectives | Expected Results: 2009-2013 French-language Services Strategic Plan | Department Goals and Objectives – 2012-2013 | Planned Measures – 2012-2013 | Progress in Reaching Goals and Objectives for 2012-2013 |
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| **Objective 1 – Framework and Policy**<br>Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act | **1.1 – Administrative and Policy Framework**<br>Acadian Affairs and its Minister fulfill their obligations pursuant to the French-language Services Act and Regulations. | * Applies to Acadian Affairs | * Applies to Acadian Affairs | 1.1 Applies to Acadian Affairs. |
| | **1.2 – Institutional Responsibilities**<br><br>Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations. | 1.2 Fulfill obligations determined in the French-language Services Act and enhance departmental capacity to deliver French- language Services. | - Support the work of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-Language Services Coordinating Committee and sub-committees. | -The Department of Community Services and Housing Authorities (DCS/HA) was represented on the French–Language Services (FLS) Coordinating Committee and its Sub-Committees. DCS/HA's FLS Plan contributes to the Government's annual progress report on FLS. |
| | | | -DCS/HA's French language Training, Translation and Communication Protocols will be reviewed, updated, distributed and posted on DCS/HA intranet site. | -French language Training, Communication and Translation Protocols were not revised in 2012. These will be reviewed, updated and distributed in 2013. |
| | | | -FLS Coordinator will serve on interdepartmental FLS Coordinating sub-committees as needed. Will participate, with other government departments, in development of FLS Training evaluation framework. | -FLS Coordinator served on FLS Coordinating Committee's Human Resources/Training Sub-Committee. French Training Evaluation Framework has been completed. Once approved by Acadian Affairs, it will be disseminated throughout our department. Coordinator also participated in the Coordinating Committee's Nova Scotia Strategic Planning session for French-Language Services for 2013-2018. |
| | | | -FLS Coordinator will continue to serve on Réseau Santé in partnership with Acadian Affairs and Department of Health and Wellness. Bi-annual report will be prepared for senior management. | - FLS Coordinator participated on of Réseau Santé's board of directors' and attended all board meetings. DCS/HA were represented at both Réseau Santé and Société santé en français's Annual General Meetings (AGM). Coordinator identified this partnership in our FLS Progress report and will be updating senior management shortly.<br>.<br>- DCS/HA is also represented on Réseau de développement économique et employabilité Nouvelle-Écosse.<br><br>-DCS/HA partnered on the Early Years Project along with the departments of Education and Health and Wellness. |

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| **Objective 2 –Enabling French-language Services**<br>Consult, plan, develop, and deliver French-language services in priority areas | **2.1 – Consultations**<br><br>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation. | 2.1 Provide opportunities for Acadians and francophone community to contribute in provincial consultations. | - Early Childhood Development Services (ECDS) is developing a licensee's manual to assist operators in the consistent interpretation and application of the Day Care Regulations. Plans will be made to provide an opportunity for the sector to provide feedback on the manual via online survey. The survey will be translated and participants will be invited to provide feedback in French.<br><br>- There will be opportunities for DCS/HA programs and third-party service providers to meet, discuss and identify community priorities. | Licensee Manual for Regulated Child Care Setting has been developed. Once translated, it will be made available to the Child Care sector in their language of choice. It will also be posted on our website in both English and French.<br><br>-French speaking Nova Scotians participated in the Early Years Project as well as Housing consultations in their language of choice.<br><br>-Our Family & Youth Services surveyed French service providers such as family resource centres, boys and girls clubs, women's centres, etc. in order to identify priorities.<br><br>-Three new francophone members were added to Community Services' Employment Support and Income Assistance Appeal Board. |
| | | | - The C&Y Strategy Symposium in September 2012, the Leaders of Today summit in October 2012, and the Western Regional Youth Strategy Forum in May 2012 will provide an opportunity for francophone and Acadian youth and stakeholders to participate and contribute towards DCS' C&Y Strategy. | Representatives from Acadian communities participated at the Western Regional Child and Youth Forum in May and the Child and Youth Symposium in October. French speaking departmental staff were on hand to facilitate. |
| | **2.2 – Internal Communications**<br><br>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public. | 2.2 Increase employee awareness of French-language Services and Acadian culture and the francophone community. | - Promotion of French language training, Acadie at a glance, French Lunch & Learns, French clubs etc. Information will be disseminate through managers/directors and posted on FLS intranet site.<br><br>-Coordinator will develop lunch and learn kits to assist all 13 DCS/HA programs and regions facilitate their own sessions. Attendees will be tracked and reported on annually. Coordinator will assist programs and regions identify gaps in service and develop strategic plans to address service needs.<br><br>- Expand National Acadian Day celebrations to all DCS/HA offices located in areas with high francophone concentration.<br><br>- French languages services and webmaster will maintain DCS/HA's FLS intranet site. | -In 2012, DCS/HA saw 44% of the employees taking French language training at either the intermediate or advanced levels. This demonstrates that Managers continue to select staff who are committed to progressive FL training.<br><br>- Information on FL Training, Acadie at a Glance and Bonjour! Awards for Excellence in French-language Services and Lunch & Learns was disseminated via Managers and Directors as well as posted on DCS/HA Intranet site. Additional continuing education opportunities in French were made available to all DCS/HA staff. These included; Acadie at a glance, FL Training, Consortium national de formation en santé and French Lunch and Learns.<br><br>-In addition to those held at Acadian Affairs, DCS/HA held their own French Lunch & Learns in order to further enhance staff language capacity. All L&L material is shared on our intranet site. |

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| | | | | -A National Acadian Day observance was held in 6 DCS/HA locations throughout the province with 180 staff participating.<br><br>-DCS/HA has developed its own Training, Translation and Communications protocols. These are posted on our intranet site and available to all employees and managers. |
| | **2.3 –Communications with the Public**<br><br>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them. | 2.3 Increase public awareness of the approach by government to provide French-language Services. | - DCS/HA will assure representation at Acadian and francophone community organizations and 3rd party service providers' AGMs e.g. FANE, FPANE etc.<br><br>- DCS/HA will appropriately publish, distribute and post on departmental website all translated public documents and material as it is made available. | - DCS/HA were represented at AGMs of the FANE (Acadian Federation of NS), Réseau Santé, FPANE (Federation of Acadian Parents) and FFANE (Federation of Acadian Women). We were also present at the Bonjour! Awards for Excellence in French-language Services.<br><br>- All Department web site information related to Child Care Staff Classification Services has been translated and is now available in French to the public.<br><br>- We currently have Child Welfare representation sitting on the management committees for the Conseil Scolaire Acadien Provincial (CSAP) École Plus program in Eastern and Western Regions. |
| | **2.4 – Service Delivery**<br><br>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered. | 2.4 Prioritization of French language Services and strategies for service delivery. | ECDS intends to request translation of the following documents:<br><br>-Licensee's Manual for the Regulations and Standards<br>-Reporting and Investigating Allegations of Abuse and Neglect: A Protocol for Child Care Practitioners Working in Regulated Child Care and Child Protection Staff and Child Care and Child Welfare: Working Together for Children - A Training Program for Licensees and Child Care Staff - Participant Handbook<br><br>-Overview of the Comprehensive Program Consultation<br>-Proposal for Starting a Licensed Child Care Facility<br>Documents related to Early Intervention<br><br>-Orientation for Staff Working in Licensed Child Care Facilities (estimated completion- June 2012)<br><br>-Family Home Day Care Providers – Duty to Report (pamphlet currently being developed) | DCS/HA translated 150,000 words in 2012-13- up 6 % from previous year.<br>Examples of translations;<br>- Reporting and Investigating Allegations of Abuse and Neglect: A Protocol and Handbook for Licensees, Child Care Staff and Care Providers in Regulated Child Care Settings<br><br>-Manual for Food and Nutrition in Regulated Child Care Settings & cover memo<br><br>- Standards for the Daily Program<br><br>-Materials and Equipment Checklist for Infant and Toddler programs, Preschool Programs, School Age Programs and Outdoor play<br><br>- Child Care Facility License Proposal Guide<br><br>-FAQ's – Food and Nutrition<br><br>- Child Care Staff Classification Services Guide |

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| | | | | - Fetal Alcohol Syndrome pamphlet<br><br>-Translation of all training materials for the Orientation for Staff Working in Licensed Child Care Facilities (e.g., Orientation Manual and DVD)<br><br>All translated material was made available to the public by brochure form as well as posted to our internet site. |
| | **2.5 – Human Resources**<br><br>The capacity of the Public Service to provide services in French has increased. | 2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services. | -DCS/HA will compile an up-to-date directory of staff capable of offering French services. The directory and database will also be used to help DCS/HA identify FLS training needs/gaps by specific locations and program areas. Tracking staff progression following each training session will help us monitor and evaluate FLS training's effectiveness.<br><br>-Track and identify training needs for all 13 DCS/HA teams and set targets with each team. | -A Directory of staff capable of offering French services is presently being piloted within our organization. It contains 67 names of staff from across the province representing each DCS/HA program and region. Once the Directory is used province wide, we will be able to gather valuable information that will help us address gaps in service.<br><br>-Francophone student placements were considered in our organization's 'Footpath To Engagement Plan'.<br><br>- Our organization's Service Code was translated and will be sent to all DCS/HA Offices where French services are applicable. |
| **Objective 3 – Community Development and Capacity-Building**<br>Support the Acadian and francophone community in its long-term development and sustainability | **3.1 – Preservation and Growth of the Community**<br><br>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014. | 3.1 Support community initiatives that address the needs of the Acadian and francophone community. | -ECDS has set goals to deliver the Child Abuse Protocol training in French. In addition, a Francophone facilitator has been employed to offer the orientation for staff working in licensed child care facilities in French (the department has contracted Child Care Connections NS to facilitate the delivery this program). | - Child Abuse Protocol training in French was developed and is set to start in the spring 2013.<br><br>- Early Intervention services in the municipality of Argyle are now available and coordinated by a francophone organization- La Pirouette.<br><br>- The Orientation for Staff Working in Licensed Child Care Facilities training sessions can now be delivered in French.<br><br>- Early Childhood Development Services, in partnership with Acadian Affairs, supported the 2012 Child Care Conference & Trade Show. The funding allowed for the event to offer French services and enable the Acadian and francophone community to participate in a meaningful way. |

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| | | | Child and Youth Strategy (CYS);<br>- Acadian and francophone youth will be included in all youth focused events in 2012-2013 (e.g. C&Y Youth Strategy Symposium and Leaders of Today Summit both to be held in the fall of 2012).<br><br>Eastern Region C&Y Strategy;<br>-An ongoing effort is being made to strengthen connections between Eastern Regional Child and Youth Strategy and the Acadian and francophone community. Eastern Child & Youth Strategy specialist will sit on the new ÉcolesPlus Advisory Committee at Écoles Beauport and Pomquet.<br><br>-Acadian representation will be sought on the local Child and Youth Network in Western Region. | -Representatives from the Acadian community attended the Western Regional Child and Youth Strategy Forum in May and the Child and Youth Symposium in October. French speaking staff were available to assist where needed at both events.<br><br>-Leaders Of Today (LOT) continues to pursue a relationship with Conseil jeunesse provincial de la Nouvelle-Écosse. It sees this as the mechanism to reach Acadian youth An invitation to join the LOT Core team was extended. It has not been accepted to date. French speaking and Acadian youth attend the LOT Summit by virtue of their involvement with other youth organizations.<br><br>- The Child Welfare Specialist in Eastern Region currently sits on the management committee for the ÉcolesPlus program.<br><br>- A Child Welfare Casework Supervisor in Western Region currently sits on the management committee for the ÉcolesPlus program. All ÉcolesPlus committee members are bilingual.<br><br>- The 2012 -2013 Child and Youth Strategy Annual Update was translated and made available in French.<br><br>- The Child and Youth Strategy also made accommodations to accept grant applications and reports in French. |
| | | | - Youth Development Initiative funding will allow for expansion of Voices: A Program of Self-Discovery and Empowerment for girls to CSAP Schools in Western region. | - Funding from Youth Development Initiative allowed for expansion of Voices: A Program of Self-Discovery and Empowerment for girls to CSAP Schools in Western region. This program was held at l'École secondaire de Par-en-Bas in partnership with École Plus, Tri County Women's Centre, Community Services and Acadian Affairs. It was a 14 session program with approx. 10 high risk girls participating between the ages of 13-16. The program curriculum was translated into French, therefore, providing these young ladies the opportunity to reach their full potential by teaching the benefits of staying in school. It gave them a safe place to address their personal challenges and develop skills in their own language. |

**Table 2 – Goals, Objectives, and Measures for 2013-2014:**
**(Community Services/Housing Authorities)**

Goals, objectives, and measures for French-language services development and delivery are presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2013-2018 *(available from Acadian Affairs).*

| Objectives | Expected Results: 2013-2018 French-language Services Strategic Plan | Department Goals and Objectives – 2013-2014 | Planned Measures to be undertaken – 2013-2014 |
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| **Objective 1 – Leadership and policy direction**<br><br>Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations | **1.1 – Championing French-language Services**<br><br>Designated public institutions:<br><br>Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued;<br><br>Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and<br><br>Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery. | To help support the development of Nova Scotia's French-language services within the DCS/HA | -The French-language Services Coordinator will participate on the Provincial French-language Services Coordinators Committee and its relevant sub-committees.<br><br>-The 2013-2014 Department of Community Services and Housing Authorities' French-language Services Plan shall be published on our website in both English and French.<br><br>-The DCS/HA Deputy Minister will support our French-language Services Coordinator's participation on the French language Services Coordinating Committee. Our Deputy Minister along with our Senior management team will champion the cause of French language Services within our organization. |
| | **1.2 – Policy, planning, and administration frameworks**<br><br>Designated public institutions are supported in meeting their obligations pursuant to the French-language Services Act and Regulations through programs and services from Acadian Affairs and other central support units.<br><br>Acadian Affairs supports the Minister responsible for the French-language Services Act in fulfilling obligations pursuant to the French-language Services Act and Regulations.<br><br>The French-languages Services Coordination Committee assists and advises the Minister of Acadian Affairs on the implementation of the French-language Services Act. | To help raise awareness of DCS/HA's commitment to the French-language Services Act and Regulations. | - DCS/HA will assure representation at Acadian and francophone community organizations and 3rd party service providers' AGMs e.g .Fédération acadienne de la Nouvelle-Écosse (FANE), Réseau Santé etc.<br><br>- French language Services will figure more prominently within our organization now that it has become an integral part of DCS/HA's Workplace Initiatives Section.<br><br>DCS/HA will be represented on Réseau de développement économique et employabilité Nouvelle-Écosse by bilingual ESIA caseworker.<br><br>-DCS/HA will continue to be represented on Réseau Santé along with Acadian Affairs, Department of Health and Wellness and numerous groups representing Acadian and francophone organizations. |
| **Objective 2 – Availability and accessibility of French-language services**<br>Increase the prevalence and awareness of French- | **2.1 – Active offer and communications with the public**<br><br>Government provides French-language communications in a consistent manner. | DCS/HA continuously strives to actively offer French-language services and communications in French to the Acadian and francophone community. | - Support from our Early Childhood Development Services will allow for Nova Scotia's 2013 Child Care Conference & Trade Show (Connecting...Connexions....) to deliver part of its workshops in French.<br><br>- ECDS has set goals to deliver the Child Abuse Protocol training in French in the Spring of 2013. |

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| language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants. | The Acadian and Francophone community is informed of services in French available to them and of the approach being taken by the government to provide French-language services.<br><br>Designated public institutions embrace and promote an "active offer" of services in French and the Acadian and francophone community makes use of these services.<br><br>The French language and French-language services are visible in public areas of government spaces due to the use of French or bilingual signage and other methods. | | -Client validation of our organization's Service Code will be done in both English and French.<br><br>- In our Central Region, the MacDonald Building, has opened a Common Reception area for all DCS&HA programs and services. The provision of French Language Services (verbal, written and printed material) now becomes part of its service delivery model. |
| | **2.2 – Information materials: printed or electronic**<br><br>The Acadian and Francophone community has access to bilingual or French-language information material, in printed or electronic formats.<br><br>Government websites have new French-language content and are easy to navigate by French-speaking users because a consistent approach is being followed. | DCS/HA ensures relevant information and material are made available in French. | - DCS/HA will appropriately publish, distribute and post on departmental website all translated public documents and material as it is made available.<br><br>ECDS intends to request translation for the following documents:<br>- Licensee's Manual for Regulated Child Care Settings<br>- Amendments to the Nova Scotia Day Care Regulations<br>- Discussion paper re: Amendments to the Day Care Regulations<br>- Online Consultation survey re: Amendments to the Day Care Regulations<br>- Results of the Amendments Consultation survey<br>- The Essential Guide for Board of Directors of Community Child Care Centres<br><br>- Our Income Assistance Appeal brochure will be translated in French. The addition of three new French Appeal Board Members is expected to greatly enhance the service we can now actively offer to the Acadian and francophone community.<br><br>- Our staff responsible for our Child and Youth Strategy will assure translation and publication in French of the 2013 – 14 annual Child and Youth Strategy report.<br><br>- DCS/HA will respond accordingly to recommendations noted in the FANE's 2012 Provincial Policy Analysis leading to improved French language service delivery. |
| | **2.3 – Human Resources**<br><br>Government human resources professionals and managers are aware of government's commitment to providing French-language services and they consider requirements for French-speaking employees in recruitment and training activities. | DCS/HA will help raise awareness of the Acadian and francophone community cultural identity and our commitment to the FLS Act and Regs. Also make staff aware of training opportunities. | - Promotion and support of staff wishing to participate in French language training, Acadie at a glance, French Lunch & Learns, Consortium national de formation en santé, etc. Attendees will be tracked and reported on annually. Disseminate all FLS training information through managers/directors and will post on FLS intranet site. Coordinator will assist programs and regions identify gaps in service and develop strategic plans to address service needs.<br><br>-Expand National Acadian Day celebrations to all DCS/HA offices located in areas with high francophone concentration. |

| Objectives | Expected Results: 2013-2018 French-language Services Strategic Plan | Department Goals and Objectives – 2013-2014 | Planned Measures to be undertaken – 2013-2014 |
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| | The capacity of the Public Service to provide services in French has increased, through recruitment, training, and supports of French-speaking or bilingual employees.<br><br>Public servants are knowledgeable about the approach being taken by the government to provide French-language services. They are aware of the obligations relating to communicating, delivering and promoting French-language services, and of cultural issues pertaining to the Acadian and Francophone community. | | -Evaluate FL Directory pilot and incorporate recommended changes before province wide roll-out scheduled for fall 2013. The directory and database will also be used to help DCS/HA identify FLS training needs/gaps by specific locations and program areas.<br><br>-French-language Services will be included in our organization's staff orientation. |
| **Objective 3 – Community engagement and outreach**<br>Engage the Acadian and francophone community and provide services which support its development and growth. | **3.1 – Public Engagement**<br><br>Designated public institutions have engaged the Acadian and Francophone community and are aware of its needs.<br><br>French-speaking Nova Scotians are provided with the opportunity to participate in government consultations in French. | DCS/HA will provide opportunities for French speaking Nova Scotians to be engaged in their language of choice. | -DCS/HA will respond in French to all correspondence received in French.<br><br>-ECDS has prepared a discussion paper on the proposed amendments to the Day Care Regulations. It is anticipated that these changes will come into effect in 2013. The Early Childcare sector will have the opportunity to provide feedback in French via an online survey.<br><br>-There will be opportunities for DCS/HA programs and third-party service providers to meet, discuss and identify Acadian and francophone community priorities.<br><br>- Child and Youth Strategy plans to undertake a Communications Strategy in 2013-14 which will include a French component. |
| | **3.2 – Agencies, Boards and Commissions**<br><br>Acadians and Francophones are aware of opportunities to participate on government Agencies, Boards and Commissions, and have submitted nominations. | DCS/HA will help the Acadian and francophone community be aware of any opportunities to participate on Agencies, Boards or Commissions under the responsibility of the Department as opportunities arise. | Continue to work with the Executive Council Office who has the primary responsibility for recruiting members of the public to government agencies, boards and commissions, and regularly advertises opportunities in both French and English. For more information please visit www.gov.ns.ca/exec_council/abc. |
| | **3.3 – Complaints process**<br><br>The Acadian and Francophone community is aware of the complaints process for government services. | DCS/HA will help raise the Acadian and francophone community's awareness of our department's complaints process. | -The addition of three new bilingual appeal board members, in addition to a francophone Appeals Coordinator, greatly increases our department's ability to hold appeal hearings in French. These will now be track and reported on annually.<br><br>- Employment Support and Income Assistance's Appeal brochure will be translated to French. |

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| | **3.5 – Community development and growth**<br><br>The development and vitality of the Acadian and Francophone community is enhanced by the delivery of French-language services. | | -Services for Persons with Disabilities program in Western Region, in partnership with CORD (Clare Organization Representing Persons with Disabilities), plan to continue working with the community of Clare and local service providers to meet the needs of francophone youth in that area.<br><br>-The expansion of the École Plus Program through the CSAP has an impact on Child Welfare programs and Child and Youth Strategy. We hope to expand DCS involvement in École Plus Program to all Regions in 2013-14.<br><br>- CYS's Leaders of Today (LOT) continues to pursue a relationship with Conseil jeunesse provincial de la Nouvelle-Écosse (CJPNÉ) as a means of reaching Acadian youth. An invitation to join the LOT Core team was extended to CJPNÉ. French speaking and Acadian youth will be invited to attend the LOT Summit. |